

DHS FY12 Pooled Technology (ROI) Project Applications

DHS has submitted three (3) Pooled Technology (ROI) applications for funding Information Technology (IT) projects for FY12. The total amount of funds requested by the three projects is \$710,000.

Applicants will be presenting submitted proposals to the ROI committee on September 2-3, 2010. Ranking determined by the ROI Committee for SFY 12 is expected by September 15, 2010. The ranked listing will be sent to DOM by October 1, 2010 as part of the Department of Administrative Services – Information Technology Enterprise Budget Offer. Funding for the 3 projects DHS submitted are directly affected by the ranking applied by the ROI Committee and funding approved by the Legislature and the Governor.

Following is a brief description of each of the projects:

Electronic Case File/Imaging and Workflow Management System

Amount of Funding Requested: \$350,000

Project Description:

The department continues to implement and expand an Electronic Case File / Imaging and Work Flow Management System. This technology provides the ability to store and manage client case files electronically. When completed, staff will utilize a state-wide document imaging and workflow management system creating a universal case file. This modernization of the existing manual paper-based process will have benefits for the citizens of the State of Iowa as well as other departments within the state.

Customer Portal

Amount of Funding Requested: \$185,000

Project Description:

This project builds on two current/previous DHS projects; OASIS and the Medicaid Portal, and ties together with other projects, specifically DHS's Electronic Case File. OASIS is DHS's web-based intake system for Iowans to begin the application process for several DHS programs: Food Assistance, Medicaid, Family Investment Program, Child Care and more. The Medicaid Portal was developed to support Medicaid Providers, Members and Income Maintenance Workers to web-enable many of the normal interactions each of the above groups have with the Iowa Medicaid Enterprise (IME). The unified Customer Portal will enable DHS customers across program boundaries to be able to securely interact with DHS workers and program staff.

Appeals Process Automation, Phase 2

Amount of Funding Requested: \$175,000

Project Description:

The purpose of this document is to request continued support for the automation of the Department of Human Services (DHS) Appeals Process. The appeals process is a guaranteed right for constituents who may benefit from programs and/or services operated by the DHS, by Iowa Code and Federal statute. DHS requested and received funding for the first phase of this critical project during the ROI process two years ago and is now requesting funding for the second phase of the project.